

General Government exists to provide professional leadership and management for a healthy and economically satisfying environment for citizens.

Overview

General Government is comprised of Personnel, Administrative Services and Central Inspection.

- Personnel recruits and trains employees for the City.
- Administrative Services supervises the Municipal Court, Central Inspection, Internal Audit; and provides oversight of Career Development and the Neighborhood Assistance and Community Education staff.
- Central Inspection enhances the public safety and welfare of the City through enforcement of City codes relating to building construction, housing maintenance, zoning, regulatory licensing, and neighborhood improvement services.

Finance and Operations

General Government is comprised of several divisions that provide valuable services to citizens.

Personnel maintains a merit system of employment, administers classification and compensation plans, and promulgates personnel policies and procedures. The administration of employee programs, bargaining unit negotiations and grievance investigations are coordinated through Personnel.

Oversight of the City payroll process is housed in Personnel, where an average 2,290 direct deposits and 1,071 paychecks are processed and distributed bi-weekly. Staff also maintains personnel transactions and records; directs equal employment/affirmative action programs; and coordinates the employee training and development programs.

Personnel Service Levels				
	1999	2000	2001	2002
Grievances Submitted to ERO*	60	59	76	60
Grievances resolved by ERO*	55	56	65	52
Grievances submitted to Grievance Board	5	3	10	8
Percent of Grievance Resolved by ERO*	91.7%	94.9%	85.5%	86.7%
*Employee Relations Officer (ERO)				

An Employee Training Fund was established to provide funding for training and travel that will enhance the performance of City employees. The Employee Training Fund is administered by Personnel to ensure that training requests pertain to job duties and enhance the employee's working knowledge. In 2002, the Employee Training funds was folded into the General Fund, as reflected in the Nondepartmental budget.

Administrative Services is divided into several sections: Administration, Public Information, Government Relations/Legislative Services, the City Clerk's Office and Neighborhood City Halls.

Internal Audit is a part of the Administration section. The Internal Auditor verifies compliance with policies and agreements, and monitors and reviews management practices, including financial transactions. The Administration section also has oversight for the Development Assistance Center. Four years ago the center was established to provide a single point of contact for developers. The Development Assistance

Center has been actively involved in annexation activities such as coordinating a staff annexation team; developing information for residents; and organizing meetings with affected citizens.

The Public Information Officer (PIO) is responsible for handling the flow of information both within and outside of the City organization. The PIO manages the broadcasting of City Council meetings, public service announcements and television commercials in support of the City's Environmental Education program. The Public Information Office also publishes the employee newsletter, iCity Link.†

A Marketing Services Director coordinates the City's unified marketing effort. The budget includes an annual appropriation of \$175,000 to support the marketing campaign of City services. Marketing campaigns that have received support from the funding include:

- Unveiling a new Transit image and buses
- Upcoming Aviation Festival
- Heroes Every Day Police and Fire recruitment campaigns
- Heart of Wichita campaign
- Summer of Discovery
- Regional Tourism Initiative



In 2001, the City's marketing programs were honored with the prestigious President's award from City/County Communications and Marketing Association (3CMA), which was the first time in the City's history. This award was received because of the innovative marketing practice with demonstrated results in communicating to the citizens of Wichita.

On April 18, 2000, the City launched the iGreening of Wichita† program challenging the citizenry of Wichita to lend a hand in planting 100,000 trees. The City was able to secure \$50,000 from the Lattner Foundation to support the program. Funds will primarily be utilized for the purchase of trees to be planted. In April 2002, 1,200 sapling trees were distributed free to citizens at City Hall and the City Nursery to assist in the goal of planting 100,000 trees. The response was overwhelming and within two hours all of the trees had been distributed.

The Intergovernmental Relations (IGR)/Legislative Services office is the City's lobbying arm, representing the City in Topeka during the legislative session and throughout the year. IGR also communicates legislative and policy issues of importance to the federal legislative delegation.

The City Clerk's Office is responsible for acting as ex-officio clerk of the City Council, the Board of Bids and Contracts, Staff Screening and Selection Committee, and for preparing minutes of all meetings. Additionally, the City Clerk maintains the official files of the City, and provides access to City Council meeting agendas and minutes. All users of the City's electronic mail network have access to indexed minutes at all times, offering considerable time savings to employees who need to refer to Council actions as an integral part of their jobs. In addition, the City Clerk's office posts Council minutes on the Internet after every council meeting.

The final section of the Administrative Services Division is Neighborhood City Halls, which provides a direct connection between the City organization and citizens of Wichita.

The Community Education concept was implemented in 1995 and is based upon the use of school district facilities after the traditional school day ends. Two Community Education Coordinators- funded through CDBG dollars are located in public schools facilities.

Each Council District has a District Advisory Boards (DAB) who provide feedback and input on City policies, programs and projects and assist with issues ranging from the City Operating Budget to specific zoning cases impacting a neighborhood. The boards meet in the evenings to provide citizens easy access to local government. Each District Advisory Board develops goals and special projects to directly serve the citizens in their district.

In September 2001, four Neighborhood City Halls were open and house Community Police, Neighborhood Inspectors, and Community Educators, along with recreation, health and library staff. The four locations are Atwater Community Center, Colvin Neighborhood Center, Evergreen Neighborhood Center and Aley/Stamley Community School Center. The Neighborhood City Hall concept affords area residents easier access to City services.



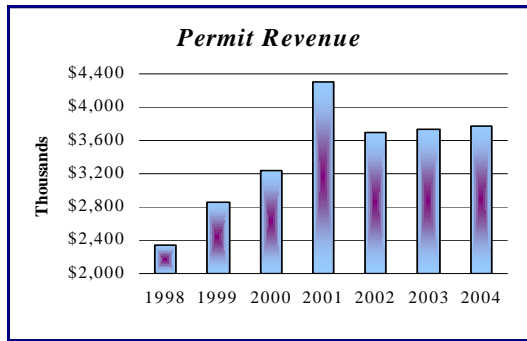
Central Inspection staff are dedicated to provide building, housing and zoning code enforcement services for developers, building contractors, homeowners and business owners. Primarily, the services are provided by certified building and housing inspectors.

Building inspectors provide detailed inspections of new construction across the City. Housing inspectors respond directly to citizen requests and complaints and help protect the value of existing real estate, particularly properties located in more mature sections of the city. A Neighborhood Inspector will be housed at each Neighborhood City Hall to enhance neighborhood based services and code enforcement.

Central Inspection Service Levels					Central Inspection Service Levels - Code Enforcement				
	2000	2001	2002	2003		2000	2001	2002	2003
Building permits	7,349	8,040	8,120	8,200	Housing inspections	21,187	21,535	22,000	22,000
Building inspections	23,717	23,717	25,000	25,000	Housing cases opened	1,567	1,663	1,700	1,750
Trade permits	17,540	18,739	19,000	20,000	Housing cases closed	1,412	1,267	1,400	1,450
Trade inspections	52,704	57,521	58,000	59,000					

In addition to field inspection services, Central Inspection also reviews construction building plans and supports the Development Assistance Center, a one-stop City coordinating unit for real-estate developers. Central Inspection is a self-sustaining fund supported entirely by user fees derived from building code permitting and enforcement activity. Approximately 73 percent of annual revenues are derived from the collection of permit fees on new residential and commercial construction in the City.

New construction is a highly cyclical industry. In order to protect the Central Inspection Fund from sharp downturns in the market, an operating cash reserve is maintained that is equal to three to four months of operating costs. This buffer allows quality inspection staff to be retained in periods of recession and provides the opportunity for hiring of additional staff during times of peak activity. Because building permit fees provide the bulk of revenues for operations, the fees have a significant impact on fund balance. Peri-



odic adjustments are implemented based on construction activity and fund balance, and are generally discussed and jointly supported by Central Inspection staff and builders prior to Council approval.

Construction of large commercial projects was very strong in 2001 and is expected to continue with the USD 259 bond projects and projected Wesley Hospital expansion. At the same time, the assessed valuation of single-family home

construction is at record highs, despite reductions of local labor force. These two factors have resulted in strong revenues for the fund and resulted in a 10 percent reduction of the building permit premium in February 2002 to maintain only a minimum 3 to 4-month operating reserve.

The City is moving toward becoming more Internet and e-government focused, Central Inspection will be implementing several of its services online. These services would allow citizens, contractors, property owners and businesses around-the-clock Internet capability to perform several functions.

Highlights

- ✓ Better align staffing in Administrative Services to reflect responsibilities associated with positions.
- ✓ Reduced Central Inspection premium on building permits by 10 percent in February 2002 to assist in compliance with ordinance that requires Central Inspection to maintain a three to four month reserve.
- ✓ Additional funds included for Central Inspection to enforce the new Joint Nuisance Code.
- ✓ Included funding to support an Internet permitting project that will allow citizens, contractors, property owners and businesses around-the-clock Internet capability to submit and pay for permits.

General Government Department Budget Summary

	2001 Actual	2002 Adopted	2002 Revised	2003 Adopted	2004 Approved
Personal Services	5,502,766	5,915,610	5,958,890	6,078,130	6,284,600
Contractual Services	1,479,816	1,363,260	1,452,300	1,536,930	1,421,750
Commodities	105,108	73,460	89,380	95,370	80,770
Capital Outlay	8,495	17,600	0	0	0
Other	261,580	653,020	432,280	749,090	111,080
Total Local Expenditures	7,357,765	8,022,950	7,932,850	8,459,520	7,898,200
General Fund	2,291,935	2,512,600	2,618,350	2,685,730	2,629,720
Central Inspection Fund	4,735,432	5,510,350	5,314,500	5,773,790	5,268,480
Employee Training Trust Fund	330,395	0	0	0	0
Total Local Expenditures	7,357,762	8,022,950	7,932,850	8,459,520	7,898,200
Grant Resources	0	0	0	0	0
Total full-time positions	105	107	108	108	108
Total part-time positions	2	2	2	1	1
Total FTE positions	106.25	108.25	109.25	108.50	108.50